

2017 Consumer Satisfaction Survey

RESPONSE RATE													Return Rate Prior Years					
Closed Successfully 26-0													Survey Monkey / Mail	Survey Monkey / Mail	IVRS Electronic / Mail	Mail	Mail	Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2016	2015	2014	2013	2012	2011
October	27	42	69	4	5	9	2	0	2	16%	12%	13%						
November	71	86	157	11	9	20	5	0	5	17%	10%	13%						
December	78	92	170	15	11	26	5	0	5	21%	12%	16%						
January	76	103	179	18	5	23	3	0	3	25%	5%	13%						
February	60	87	147	24	20	44	5	0	5	44%	23%	31%						
March	64	100	164	2	14	16	1	0	1	3%	14%	10%						
April	73	85	158	7	4	11	0	0	0	10%	5%	7%						
May	78	101	179	22	24	46	12	0	12	33%	24%	28%						
June	81	109	190	17	8	25	4	1	5	22%	7%	14%						
July	49	76	125	9	0	9	3	0	3	20%	0%	7%						
August	57	86	143	11	5	16	5	0	5	21%	6%	12%						
September	148	236	384	0	26	26	0	0	0	0%	11%	7%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	862	1203	2065	140	131	271	45	1	46	17%	11%	13%	16%	15%	8%	20%	16%	25%
Closed Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	48	50	98	4	5	9	5	0	5	9%	10%	10%						
November	79	78	157	7	4	11	12	0	12	10%	5%	8%						
December	99	101	200	11	6	17	10	0	10	12%	6%	9%						
January	93	76	169	13	11	24	9	0	9	15%	14%	15%						
February	88	109	197	11	5	16	11	0	11	14%	5%	9%						
March	118	135	253	14	4	18	15	0	15	14%	3%	8%						
April	93	141	234	2	2	4	5	0	5	2%	1%	2%						
May	98	116	214	12	6	18	15	0	15	14%	5%	9%						
June	119	130	249	11	0	11	11	1	12	10%	0%	5%						
July	62	81	143	5	2	7	5	0	5	9%	2%	5%						
August	94	107	201	6	1	7	10	0	10	7%	1%	4%						
September	116	121	237	0	7	7	0	0	0	0%	6%	3%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	1107	1245	2352	96	53	149	108	1	109	10%	4%	7%	8%	7%	4%	12%	8%	15%
Closed Successfully 26-0 and Unsuccessfully 28-0																		
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate						
October	75	92	167	8	10	18	7	0	7	12%	11%	11%						
November	150	164	314	18	13	31	17	0	17	14%	8%	10%						
December	177	193	370	26	17	43	15	0	15	16%	9%	12%						
January	169	179	348	31	16	47	12	0	12	20%	9%	14%						
February	148	196	344	35	25	60	16	0	16	27%	13%	18%						
March	182	235	417	16	18	34	16	0	16	10%	8%	8%						
April	166	226	392	9	6	15	5	0	5	6%	3%	4%						
May	176	217	393	34	30	64	27	0	27	23%	14%	17%						
June	200	239	439	28	8	36	15	2	17	15%	3%	9%						
July	111	157	268	14	2	16	8	0	8	14%	1%	6%						
August	151	193	344	17	6	23	15	0	15	13%	3%	7%						
September	264	357	621	0	33	33	0	0	0	0%	9%	5%						
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%						
Total	1969	2448	4417	236	184	420	153	2	155	13%	8%	10%	12%	11%	6%	17%	13%	21%

2017 Consumer Satisfaction Survey

1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	194	72%	93	62%	287	68%	80%	57%	73%	82%	59%	76%
Mostly True	63	23%	24	16%	87	21%	14%	24%	17%	13%	19%	15%
Mostly Untrue	8	3%	11	7%	19	5%	3%	8%	4%	2%	6%	3%
Untrue	6	2%	19	13%	25	6%	3%	11%	5%	2%	16%	6%
Not Answered	0	0%	2	1%	2	0%	0%	0%	0%	0%	0%	0%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is nearly 1 in 5.

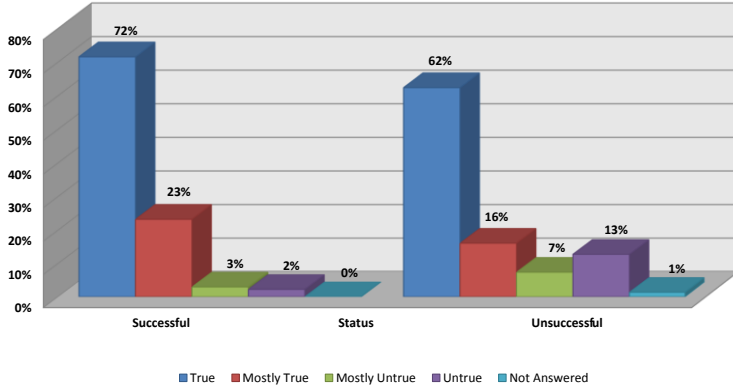
95%, 257 of 271 were satisfied with the way their counselor related to them.

5%, 14 of 271 were NOT satisfied with the way their counselor related to them.

79%, 117 of 149 were satisfied with the way their counselor related to them.

20%, 30 of 149 were NOT satisfied with the way their counselor related to them.

1. I am satisfied with the way my counselor related to me?



2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	204	75%	92	62%	296	70%	81%	60%	74%	83%	63%	79%
Mostly True	48	18%	26	17%	74	18%	15%	18%	16%	12%	14%	13%
Mostly Untrue	8	3%	15	10%	23	5%	2%	11%	5%	2%	10%	4%
Untrue	11	4%	15	10%	26	6%	2%	10%	4%	1%	13%	4%
Not Answered	0	0%	1	1%	1	0%	0%	1%	0%	1%	0%	0%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is nearly 1 in 5.

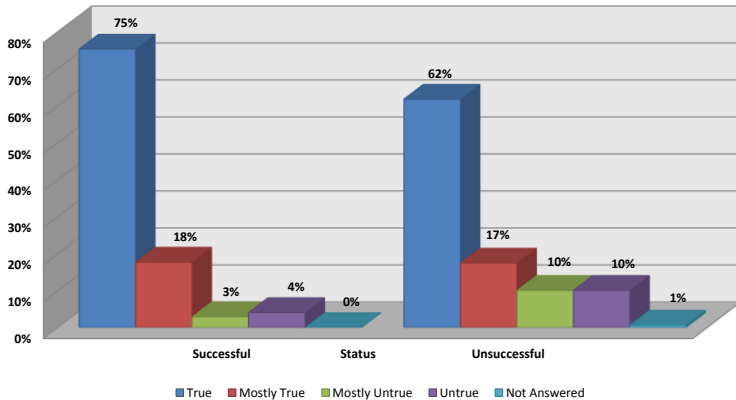
93%, 252 of 271 had counselors who took their concerns seriously.

7%, 19 of 271 had counselors who did NOT take their concerns seriously.

79%, 118 of 149 had counselors who took their concerns seriously.

20%, 30 of 149 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



2017 Consumer Satisfaction Survey

2a. My counselor took the time to listen to my concerns?

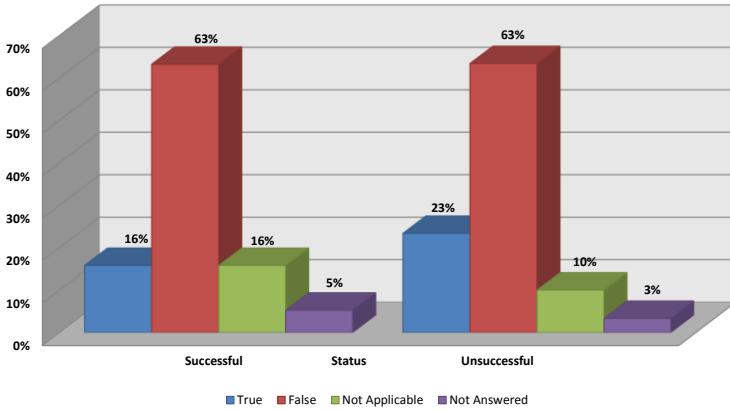
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	16%	7	23%	10	20%	46%	32%	36%	25%	16%	19%
False	12	63%	19	63%	31	63%	38%	58%	52%	58%	72%	68%
Not Applicable	3	16%	3	10%	6	12%	15%	10%	11%	8%	12%	11%
Not Answered	1	5%	1	3%	2	4%	0%	0%	0%	8%	0%	3%
Total	19	100%	30	100%	49	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

4% 12 of 19 of 271 had counselors that did NOT take the time to list

13% 19 of 30 of 149 had counselors that did NOT take the time to li

2a. My counselor took the time to listen to my concerns?



2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	11%	4	13%	6	12%	0%	16%	11%	25%	4%	11%
False	13	68%	19	63%	32	65%	62%	77%	73%	58%	84%	76%
Not Applicable	4	21%	5	17%	9	18%	31%	3%	11%	8%	8%	8%
Not Answered	0	0%	2	7%	2	4%	8%	3%	5%	8%	4%	5%
Total	19	100%	30	100%	49	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

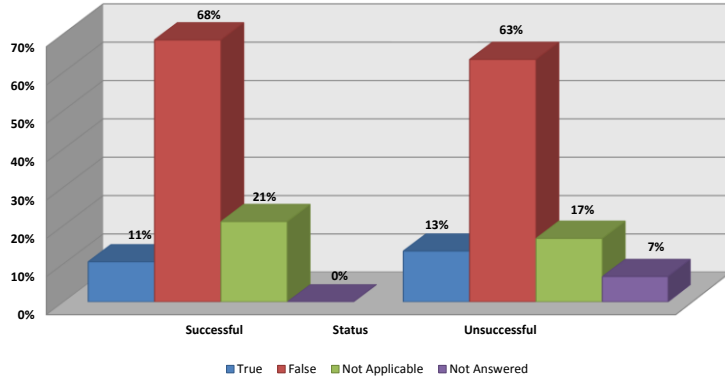
5%, 13 of 19 of 271 had counselor did NOT take their opinion into co

responded appropriately

13% 19 of 30 of 149 had counselor did NOT take their opinion into c

responded appropriately

2b. My counselor took my opinion into consideration and responded appropriately?



2017 Consumer Satisfaction Survey

2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	26%	8	27%	13	27%	8%	16%	14%	17%	12%	14%
False	10	53%	17	57%	27	55%	46%	68%	61%	58%	80%	73%
Not Applicable	3	16%	3	10%	6	12%	31%	13%	18%	17%	8%	11%
Not Answered	1	5%	2	7%	3	6%	15%	3%	7%	8%	0%	3%
Total	19	100%	30	100%	49	100%	100%	100%	100%	100%	100%	100%

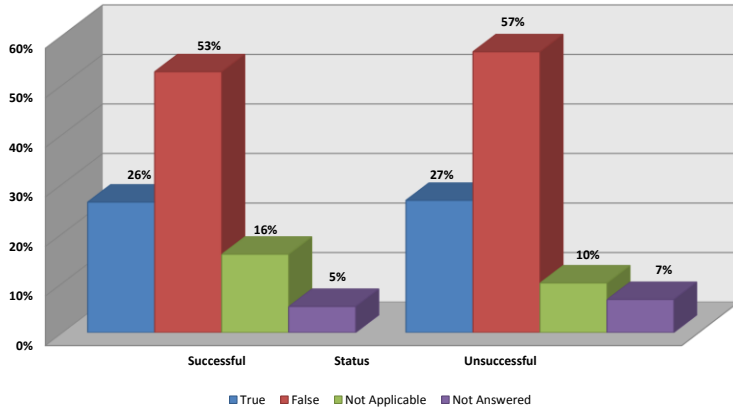
Not really an issue for consumers with successful placements.

4%, 10 of 19 of 271 had counselors who were NOT open to their exp

complaints
11%, 17 of 30 of 149 had counselors who were NOT open to their ex

complaints

2c. My counselor was open to me expressing my complaints?



3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	185	68%	92	62%	277	66%	76%	59%	71%	80%	51%	73%
Mostly True	63	23%	24	16%	87	21%	19%	18%	19%	14%	24%	17%
Mostly Untrue	13	5%	16	11%	29	7%	2%	11%	5%	3%	10%	5%
Untrue	8	3%	15	10%	23	5%	2%	11%	5%	1%	13%	4%
Not Answered	2	1%	2	1%	4	1%	1%	1%	1%	2%	1%	2%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But t
placement is 1 in 5.

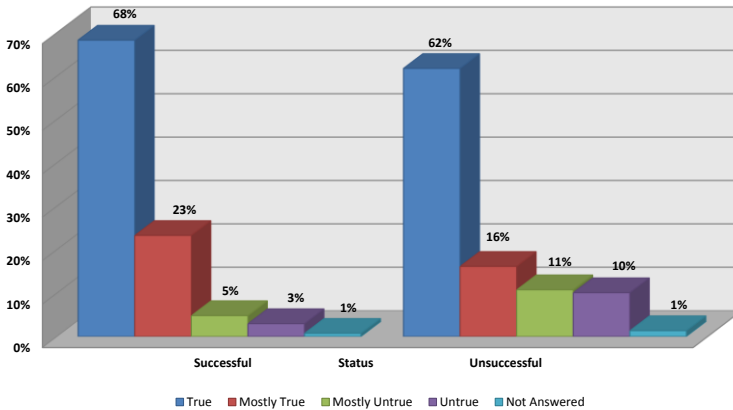
92%, 248 of 271 had counselors who understood their needs

8%, 21 of 271 had counselors who did NOT understand their needs

78%, 116 of 149 had counselors who understood their needs

21%, 31 of 149 had counselors who did NOT understand their need

3. My counselor understood my needs?



2017 Consumer Satisfaction Survey

3a. My counselor gave me useful advice?

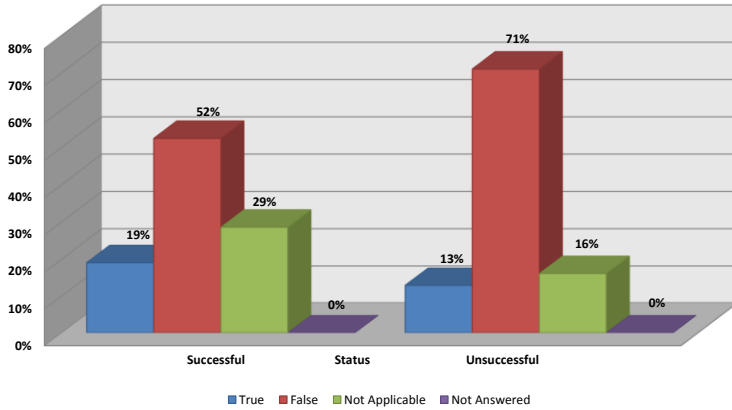
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	4	19%	4	13%	8	15%	7%	28%	21%	27%	12%	18%
False	11	52%	22	71%	33	63%	73%	56%	62%	60%	80%	73%
Not Applicable	6	29%	5	16%	11	21%	13%	9%	11%	13%	8%	10%
Not Answered	0	0%	0	0%	0	0%	7%	6%	6%	0%	0%	0%
Total	21	100%	31	100%	52	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

4%, 11 of 21 of 271 did NOT find counselor's advice useful

15%, 22 of 31 of 149 did NOT find counselor's advice useful

3a. My counselor gave me useful advice?



3b. My counselor helped me find resources in the community?

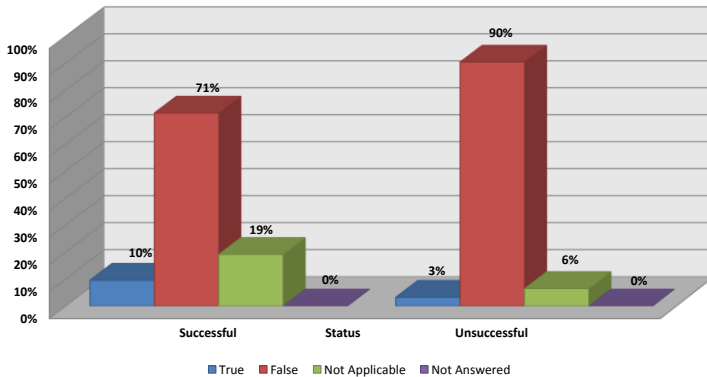
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	10%	1	3%	3	6%	7%	16%	13%	13%	4%	8%
False	15	71%	28	90%	43	83%	73%	66%	68%	67%	84%	78%
Not Applicable	4	19%	2	6%	6	12%	7%	13%	11%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	13%	6%	9%	0%	0%	0%
Total	21	100%	31	100%	52	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is nearly 1 in 5.

6%, 15 of 21 of 271 did NOT believe counselor helped them find resources in the community

19% 28 of 31 of 149 did NOT believe counselor helped them find resources in the community

3b. My counselor helped me find resources in the community?



2017 Consumer Satisfaction Survey

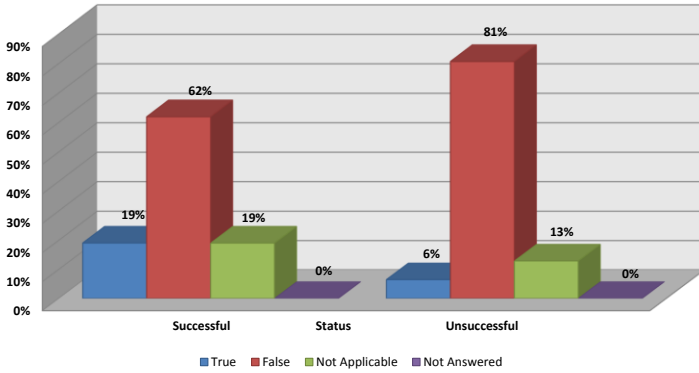
3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	4	19%	2	6%	6	12%	0%	9%	6%	13%	0%	5%
False	13	62%	25	81%	38	73%	80%	66%	70%	67%	88%	80%
Not Applicable	4	19%	4	13%	8	15%	13%	16%	15%	20%	12%	15%
Not Answered	0	0%	0	0%	0	0%	7%	9%	9%	0%	0%	0%
Total	21	100%	31	100%	52	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is just under 1 in 5.

5%, 13 of 21 of 271 did NOT find that their counselor helped them to challenge their expectations of themselves
17%, 25 of 31 of 149 did NOT find that their counselor helped them to challenge their expectations of themselves

3c. My counselor helped me challenge my expectations of myself?



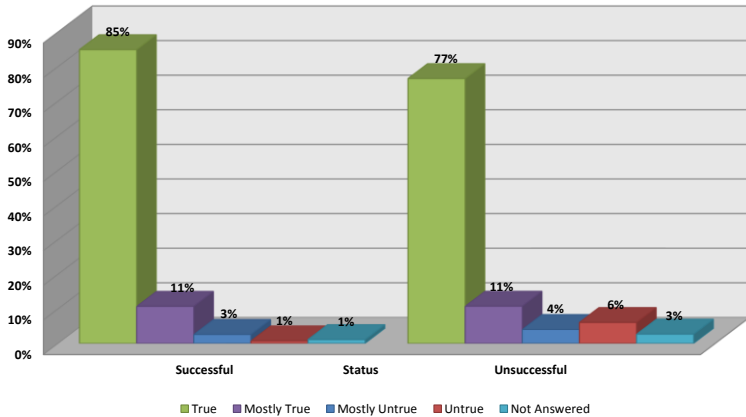
4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	230	85%	114	77%	344	82%	87%	74%	83%	89%	68%	84%
Mostly True	29	11%	16	11%	45	11%	7%	12%	9%	6%	14%	8%
Mostly Untrue	7	3%	6	4%	13	3%	1%	8%	3%	1%	6%	2%
Untrue	2	1%	9	6%	11	3%	1%	3%	2%	1%	8%	3%
Not Answered	3	1%	4	3%	7	2%	4%	3%	4%	3%	5%	3%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue...very low percentage of those who felt disrespected

96% 259 of 271 felt their counselors treated with respect
3% 9 of 271 felt their counselors did NOT treat them with respect
87% 130 of 149 felt their counselors treated with respect
10% 15 of 149 felt their counselors did NOT treat them with respect

4. My counselor treated me with respect?



2017 Consumer Satisfaction Survey

4a. My counselor was timely when responding to me?

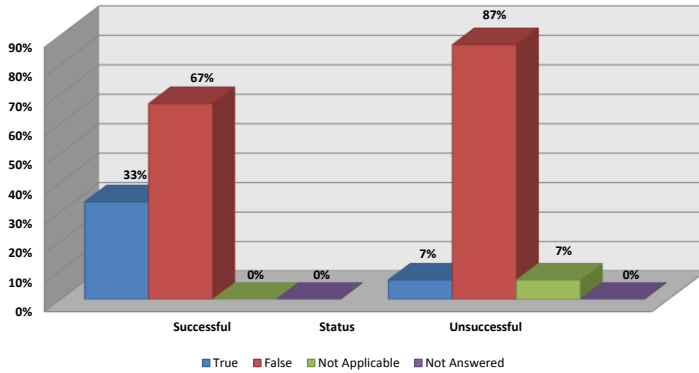
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	33%	1	7%	4	17%	17%	18%	17%	25%	13%	17%
False	6	67%	13	87%	19	79%	67%	76%	74%	63%	80%	74%
Not Applicable	0	0%	1	7%	1	4%	17%	6%	9%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	9	100%	15	100%	24	100%	100%	100%	100%	100%	100%	100%

Not really an issue... low percentage for either successfully or unsuccessful consumers.

2%, 6 of 9 of 271 had counselors who did NOT respond timely

9%, 13 of 15 of 149 had counselors who did NOT respond timely

4a. My counselor was timely when responding to me?



4b. My counselor acted in my best interest?

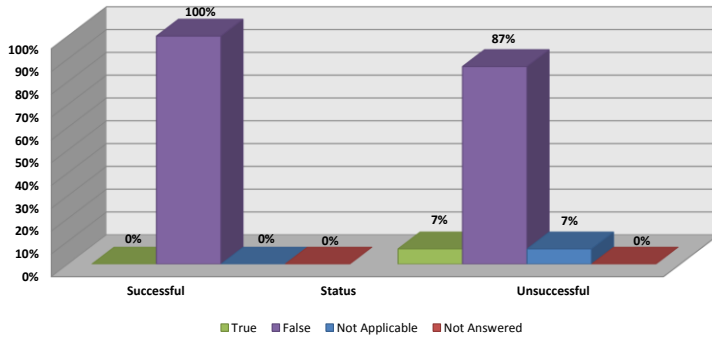
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	0	0%	1	7%	1	4%	0%	13%	9%	0%	7%	4%
False	9	100%	13	87%	22	92%	67%	81%	77%	75%	93%	87%
Not Applicable	0	0%	1	7%	1	4%	33%	6%	14%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	9	100%	15	100%	24	100%	100%	100%	100%	100%	100%	100%

Not really an issue... very low percentage for either successfully or unsuccessful consumers.

3%, 9 of 9 of 271 had counselors who did NOT act in their best interest

9%, 13 of 15 of 149 had counselors who did NOT act in their best interest

4b. My counselor acted in my best interest?



2017 Consumer Satisfaction Survey

4c. My counselor respected my culture?

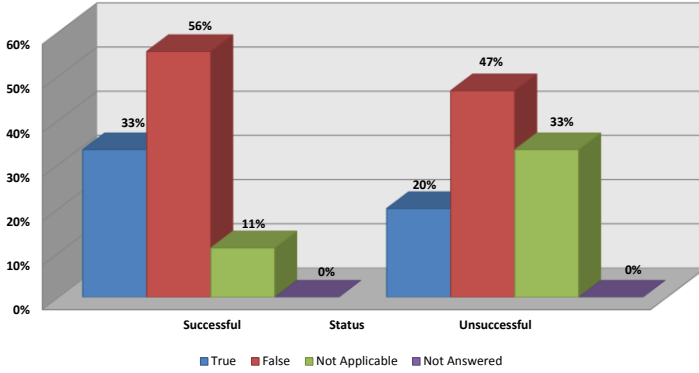
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	33%	3	20%	6	25%	17%	12%	13%	13%	0%	4%
False	5	56%	7	47%	12	50%	33%	41%	39%	50%	73%	65%
Not Applicable	1	11%	5	33%	6	25%	50%	47%	48%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	0%	0%	0%
Total	9	100%	15	100%	24	100%	100%	100%	100%	100%	100%	100%

Not really an issue...one of the lowest percentages in the whole survey

2%, 5 of 9 of 271 had counselors who did NOT respect their culture.

5%, 7 of 15 of 149 had counselors who did NOT respect their culture

4c. My counselor respected my culture?



5. My counselor involved me in decision-making?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	216	80%	90	60%	306	73%	81%	62%	75%	83%	64%	79%
Mostly True	34	13%	24	16%	58	14%	11%	15%	12%	11%	15%	12%
Mostly Untrue	13	5%	12	8%	25	6%	2%	11%	5%	1%	9%	3%
Untrue	4	1%	16	11%	20	5%	2%	8%	4%	2%	9%	4%
Not Answered	4	1%	7	5%	11	3%	4%	4%	4%	3%	3%	3%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But for unsuccessful placement is just under 1 in 5.

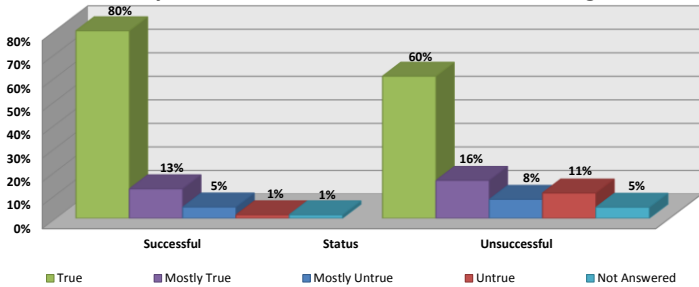
92%, 250 of 271 had counselors involved in their decision-making

6%, 17 of 271 had counselors NOT involved in their decision-making

77%, 114 of 149 had counselors involved in their decision-making

19%, 28 of 149 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



2017 Consumer Satisfaction Survey

5a. My counselor helped me focus on employment?

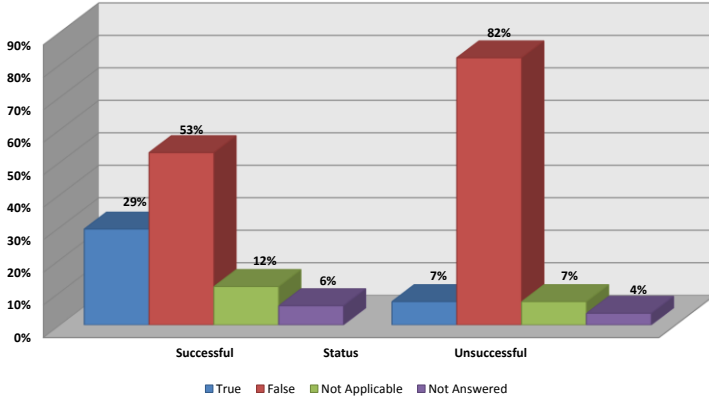
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	29%	2	7%	7	16%	8%	15%	13%	36%	5%	16%
False	9	53%	23	82%	32	71%	77%	67%	70%	55%	85%	74%
Not Applicable	2	12%	2	7%	4	9%	15%	15%	15%	9%	10%	10%
Not Answered	1	6%	1	4%	2	4%	0%	4%	3%	0%	0%	0%
Total	17	100%	28	100%	45	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But the placement is just under 1 in 7.

3%, 9 of 17 of 271 did NOT feel the counselors helped them focus on

15%, 23 of 28 of 149 did NOT feel the counselors helped them focus

5a. My counselor helped me focus on employment?



5b. My counselor helped me explore my options?

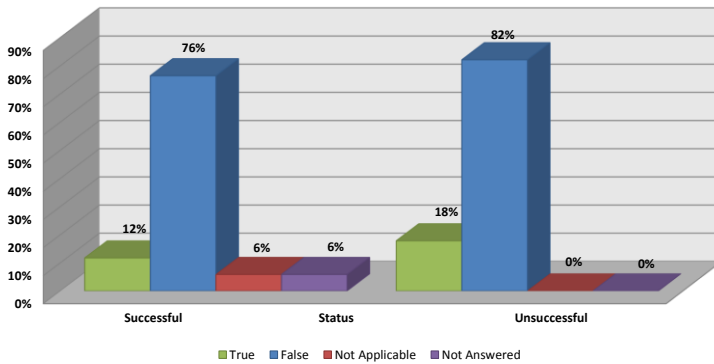
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	12%	5	18%	7	16%	0%	11%	7%	0%	5%	3%
False	13	76%	23	82%	36	80%	92%	75%	80%	82%	95%	90%
Not Applicable	1	6%	0	0%	1	2%	8%	11%	10%	18%	0%	6%
Not Answered	1	6%	0	0%	1	2%	0%	4%	2%	0%	0%	0%
Total	17	100%	28	100%	45	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

5%, 13 of 17 of 271 did NOT feel the counselors helped them explore

15%, 23 of 28 of 149 did NOT feel the counselors helped them explore

5b. My counselor helped me explore my options?



2017 Consumer Satisfaction Survey

5c. My counselor helped me understand the pros and cons of my decision?

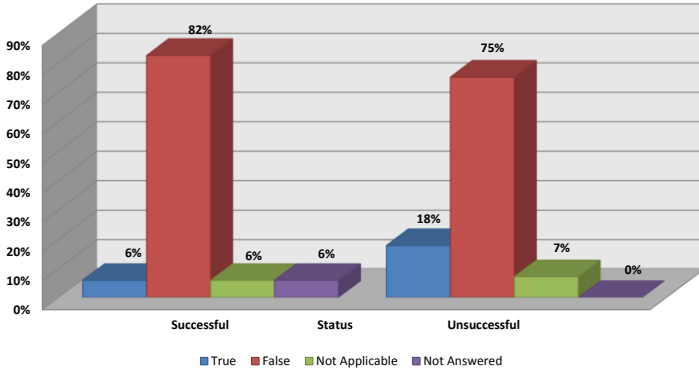
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	1	6%	5	18%	6	13%	0%	7%	5%	9%	0%	3%
False	14	82%	21	75%	35	78%	85%	75%	78%	73%	100%	90%
Not Applicable	1	6%	2	7%	3	7%	15%	14%	15%	18%	0%	6%
Not Answered	1	6%	0	0%	1	2%	0%	4%	2%	0%	0%	0%
Total	17	100%	28	100%	45	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is under 1 in 7.

5%, 14 of 17 of 271 did NOT feel the counselors helped them understand the pros and cons of their decisions

14%, 21 of 28 of 149 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	170	63%	76	51%	246	59%	70%	49%	64%	70%	47%	64%
Mostly True	59	22%	20	13%	79	19%	18%	20%	19%	19%	19%	19%
Mostly Untrue	13	5%	10	7%	23	5%	4%	10%	6%	3%	13%	6%
Untrue	17	6%	32	21%	49	12%	5%	18%	9%	4%	19%	8%
Not Answered	12	4%	11	7%	23	5%	3%	3%	3%	4%	2%	3%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Very high in unsatisfied for those without employment

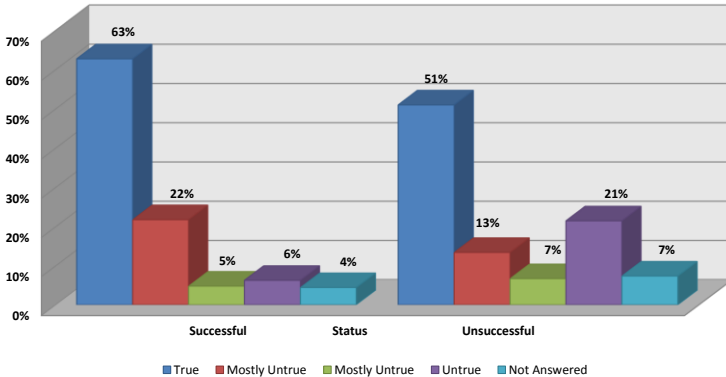
85%, 229 of 271 felt satisfied with how well VR prepared them for employment

11%, 30 of 271 felt UNSatisfied with how well VR prepared them for employment

64%, 96 of 149 felt satisfied with how well VR prepared them for employment

28%, 42 of 149 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



2017 Consumer Satisfaction Survey

6a. I was advised about my rights and responsibilities?

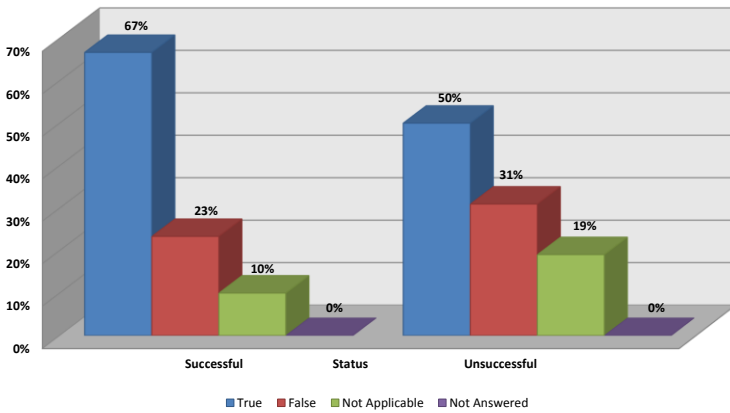
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	20	67%	21	50%	41	57%	48%	59%	54%	50%	43%	46%
False	7	23%	13	31%	20	28%	29%	29%	29%	38%	37%	38%
Not Applicable	3	10%	8	19%	11	15%	16%	12%	14%	12%	20%	16%
Not Answered	0	0%	0	0%	0	0%	6%	0%	3%	0%	0%	0%
Total	30	100%	42	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

3%, 7 of 30 of 271 was NOT advised about their rights and responsi

9%, 13 of 42 of 149 was NOT advised about their rights and respons

6a. I was advised about my rights and responsibilities?



6b. I was able to make informed choices about the services needed?

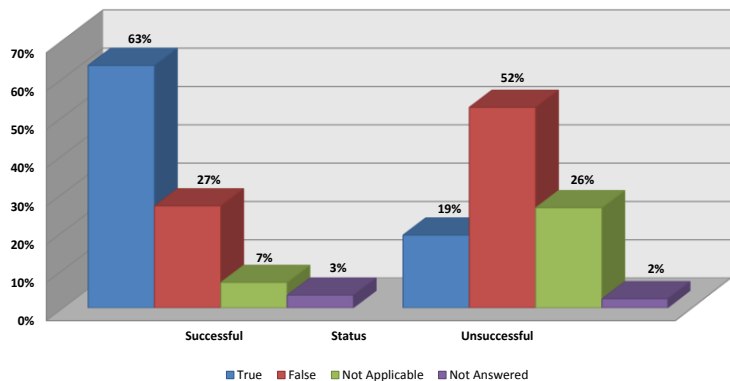
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	19	63%	8	19%	27	38%	42%	34%	38%	38%	23%	30%
False	8	27%	22	52%	30	42%	29%	54%	43%	50%	69%	61%
Not Applicable	2	7%	11	26%	13	18%	23%	7%	14%	8%	9%	8%
Not Answered	1	3%	1	2%	2	3%	6%	5%	6%	4%	0%	2%
Total	30	100%	42	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is under 1 in 7.

3%, 8 of 30 of 271 Unable to make informed choices about the servi

15%, 22 of 42 of 149 Unable to make informed choices about the sei

6b. I was able to make informed choices about the services needed?



2017 Consumer Satisfaction Survey

6c. I was able to make informed choices about the provider of services?

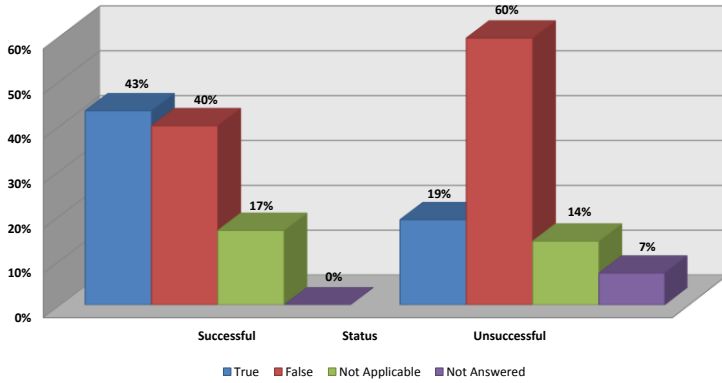
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	13	43%	8	19%	21	29%	32%	24%	28%	46%	31%	38%
False	12	40%	25	60%	37	51%	35%	54%	46%	42%	60%	52%
Not Applicable	5	17%	6	14%	11	15%	23%	22%	22%	8%	9%	8%
Not Answered	0	0%	3	7%	3	4%	10%	0%	4%	4%	0%	2%
Total	30	100%	42	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

4%, 12 of 30 of 271 UNable to make informed choices about the pro

17%, 25 of 42 of 149 UNable to make informed choices about the pr

6c. I was able to make informed choices about the provider of services?



6d. I received all agreed upon services?

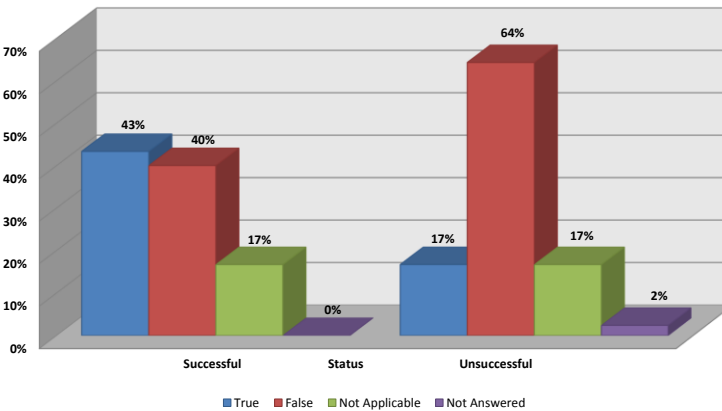
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	13	43%	7	17%	20	28%	45%	20%	31%	42%	23%	31%
False	12	40%	27	64%	39	54%	39%	71%	57%	50%	54%	52%
Not Applicable	5	17%	7	17%	12	17%	10%	10%	10%	8%	20%	15%
Not Answered	0	0%	1	2%	1	1%	6%	0%	3%	0%	3%	2%
Total	30	100%	42	100%	72	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And placement is just under 1 in 5.

4%, 12 of 30 of 271 did NOT receive all agreed upon services

18%, 27 of 42 of 149 did NOT receive all agreed upon services

6d. I received all agreed upon services?



2017 Consumer Satisfaction Survey

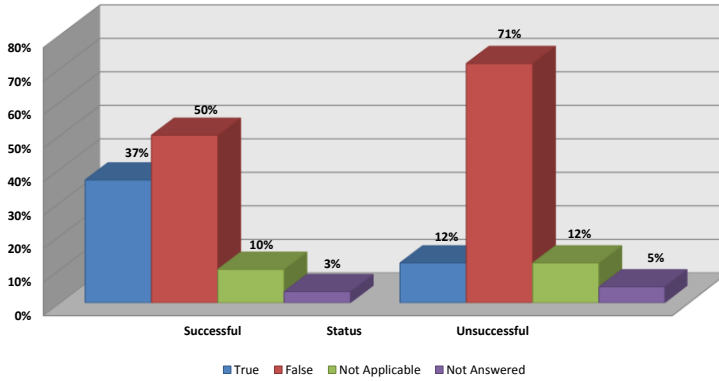
6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	37%	5	12%	16	22%	23%	20%	21%	27%	17%	21%
False	15	50%	30	71%	45	63%	48%	68%	60%	62%	71%	67%
Not Applicable	3	10%	5	12%	8	11%	23%	12%	17%	12%	11%	11%
Not Answered	1	3%	2	5%	3	4%	6%	0%	3%	0%	0%	0%
Total	30	100%	42	100%	72	100%	100%	100%	100%	100%	100%	100%

Pretty significant for unplaced workers

6%, 15 of 30 of 271 did NOT receive all agreed upon services in the time frame that met their needs
20%, 30 of 42 of 149 did NOT receive all agreed upon services in the time frame that met their needs

6e. I received all agreed upon services in the time frame that met my needs?



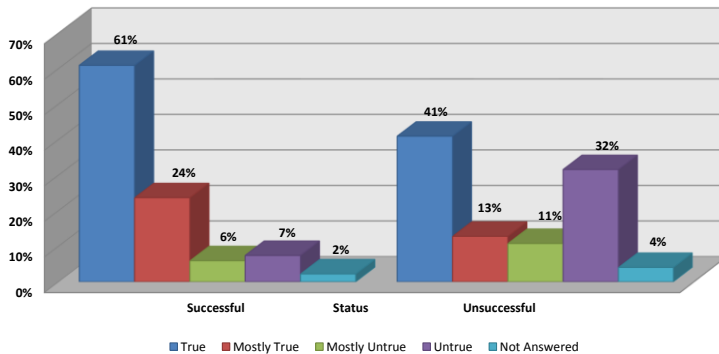
7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	165	61%	61	41%	226	54%	65%	40%	58%	70%	32%	61%
Mostly True	64	24%	19	13%	83	20%	19%	18%	19%	19%	22%	19%
Mostly Untrue	16	6%	16	11%	32	8%	4%	11%	6%	4%	15%	7%
Untrue	20	7%	47	32%	67	16%	8%	28%	14%	4%	28%	10%
Not Answered	6	2%	6	4%	12	3%	4%	3%	4%	3%	3%	3%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Pretty high negative of those not employed (almost half) 42%

85%, 229 of 271 employed or more prepared for employment because they received services
13%, 36 of 271 employed but do NOT perceive this was because of services received
54%, 80 of 149 not employed or more preparedness for employment because of services they received
42%, 63 of 149 not employed and do NOT perceive preparedness for employment because of services received

7. I am employed or more prepared for employment because of the services I received?



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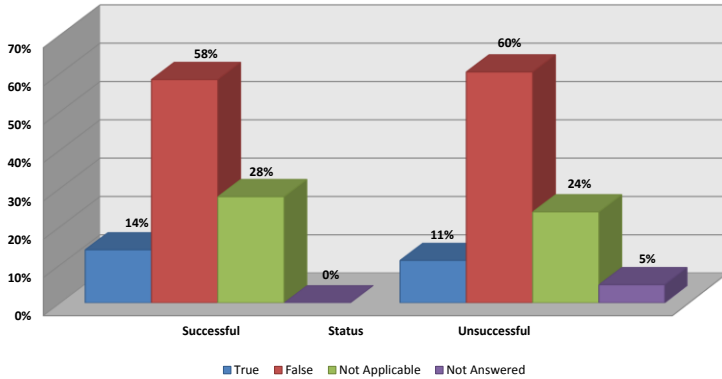
7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	5	14%	7	11%	12	12%	24%	16%	19%	11%	9%	9%
False	21	58%	38	60%	59	60%	50%	63%	57%	63%	62%	62%
Not Applicable	10	28%	15	24%	25	25%	21%	11%	15%	26%	26%	26%
Not Answered	0	0%	3	5%	3	3%	5%	11%	9%	0%	4%	3%
Total	36	100%	63	100%	99	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 4.

8%, 21 of 36 of 271 stated that services received did NOT help to de
accommodate, and/or remove my disability related barriers
26%, 38 of 63 of 149 stated that services received did NOT help to c
accommodate, and/or remove my disability related barriers

7a. Services I received helped to decrease or remove the challenges I had related to employment?



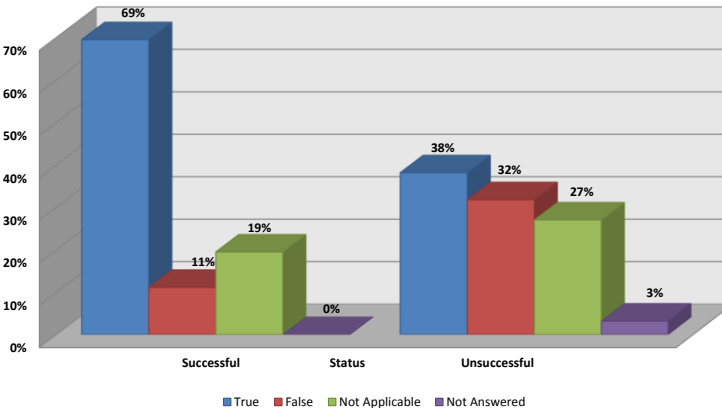
7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	25	69%	24	38%	49	49%	76%	43%	56%	63%	57%	59%
False	4	11%	20	32%	24	24%	16%	38%	29%	19%	23%	22%
Not Applicable	7	19%	17	27%	24	24%	5%	11%	9%	19%	15%	16%
Not Answered	0	0%	2	3%	2	2%	3%	9%	6%	0%	4%	3%
Total	36	100%	63	100%	99	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers...

1%, 4 of 36 of 271 could NOT independently search for employment
13%, 20 of 63 of 149 could NOT independently search for employme

7b. I can independently search for employment?



2017 Consumer Satisfaction Survey

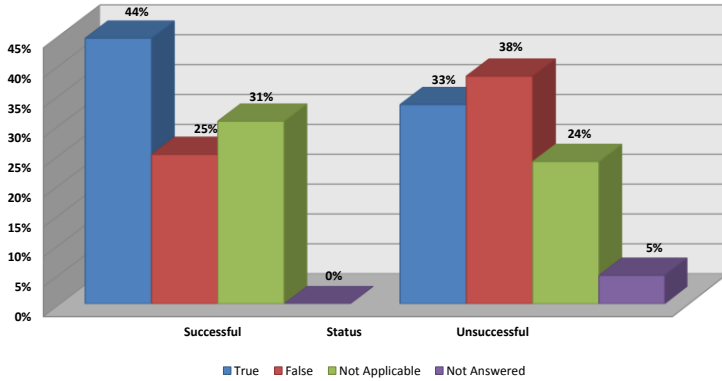
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	16	44%	21	33%	37	37%	53%	23%	35%	44%	38%	41%
False	9	25%	24	38%	33	33%	29%	46%	39%	37%	28%	31%
Not Applicable	11	31%	15	24%	26	26%	13%	21%	18%	15%	30%	24%
Not Answered	0	0%	3	5%	3	3%	5%	9%	7%	4%	4%	4%
Total	36	100%	63	100%	99	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is nearly 1 in 7.

3%, 9 of 36 of 271 Unable to identify and request appropriate accommodations from employer
16%, 24 of 63 of 149 Unable to identify and request appropriate accommodations from employer

7c. I can identify and request appropriate accommodations from an employer?



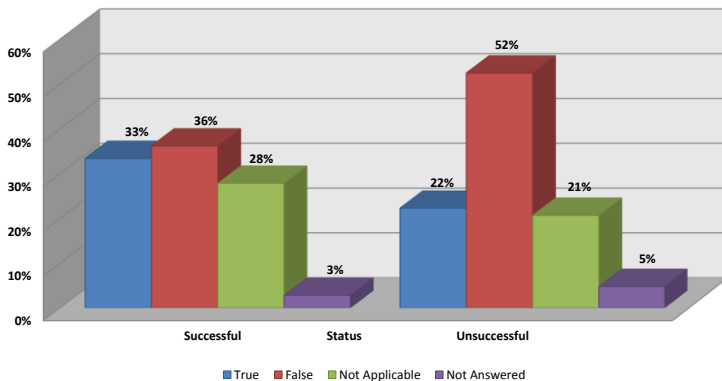
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	12	33%	14	22%	26	26%	29%	13%	19%	33%	15%	22%
False	13	36%	33	52%	46	46%	42%	57%	51%	48%	51%	50%
Not Applicable	10	28%	13	21%	23	23%	26%	23%	24%	19%	30%	26%
Not Answered	1	3%	3	5%	4	4%	3%	7%	5%	0%	4%	3%
Total	36	100%	63	100%	99	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 5.

5%, 13 of 36 of 271 did NOT obtain or are NOT prepared for a job that matches their skills/interests
22%, 33 of 63 of 149 did NOT obtain or are NOT prepared for a job that matches their skills/interests

7d. I obtained or am more prepared for a job that matches my skills and interests?



2017 Consumer Satisfaction Survey

7e. IVRS staff helped me achieve my employment goal?

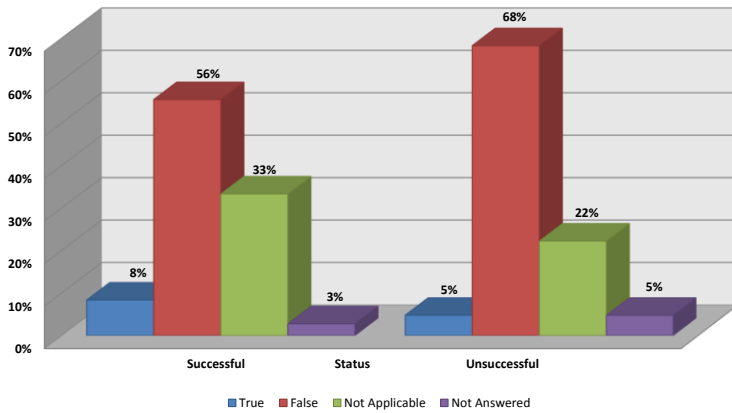
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	3	8%	3	5%	6	6%	13%	16%	15%	33%	4%	15%
False	20	56%	43	68%	63	64%	50%	61%	56%	37%	53%	47%
Not Applicable	12	33%	14	22%	26	26%	32%	16%	22%	22%	36%	31%
Not Answered	1	3%	3	5%	4	4%	5%	7%	6%	7%	6%	7%
Total	36	100%	63	100%	99	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is nearly 1 in 3.

7%, 20 of 36 of 271 did NOT obtain the job goal that was identified in

29%, 43 of 63 of 149 did NOT obtain the job goal that was identified in

7e. IVRS staff helped me achieve my employment goal?



8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	91	34%	54	36%	145	35%	28%	43%	33%	27%	33%	29%
Mostly True	22	8%	13	9%	35	8%	9%	14%	11%	15%	20%	16%
Mostly Untrue	25	9%	12	8%	37	9%	6%	9%	7%	8%	10%	9%
Untrue	123	45%	61	41%	184	44%	49%	27%	43%	45%	28%	41%
Not Answered	10	4%	9	6%	19	5%	7%	7%	7%	5%	9%	6%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

42%, 113 of 271 needed assistance from other agencies not directly

employment

55%, 148 of 271 did NOT need assistance from other agencies not c

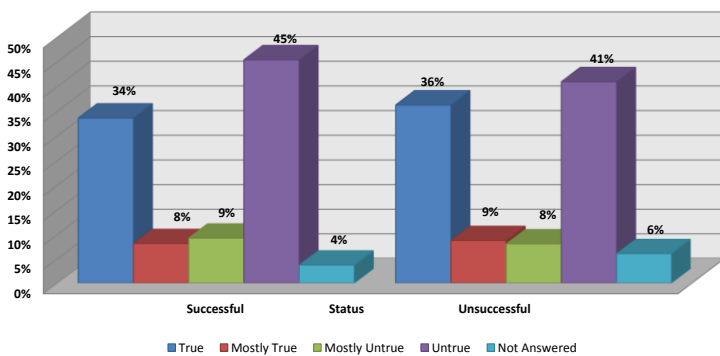
employment

45%, 67 of 149 needed assistance from other agencies not directly r

49%, 73 of 149 did NOT need assistance from other agencies not d

employment

8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)?



2017 Consumer Satisfaction Survey

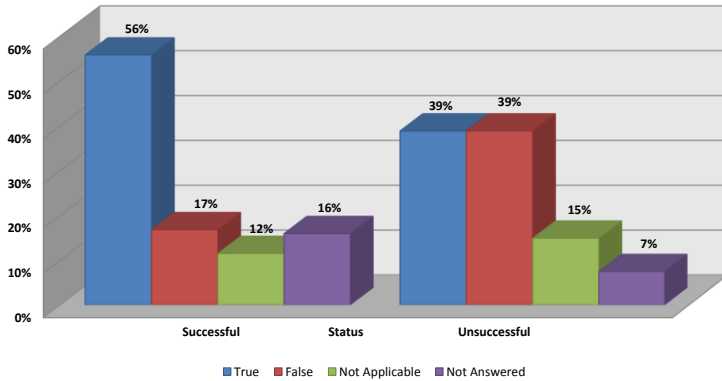
8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	63	56%	26	39%	89	49%	56%	53%	55%	56%	43%	52%
False	19	17%	26	39%	45	25%	9%	27%	16%	11%	31%	17%
Not Applicable	13	12%	10	15%	23	13%	18%	11%	15%	22%	12%	19%
Not Answered	18	16%	5	7%	23	13%	16%	10%	14%	11%	14%	12%
Total	113	100%	67	100%	180	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 6.

7%, 19 of 113 of 271 were NOT provided information about other programs able to assist me with non-employment related needs
17%, 26 of 67 of 149 were NOT provided information about other programs able to assist me with non-employment related needs

8a. I was given information about other programs that could help me with my non-employment related needs?



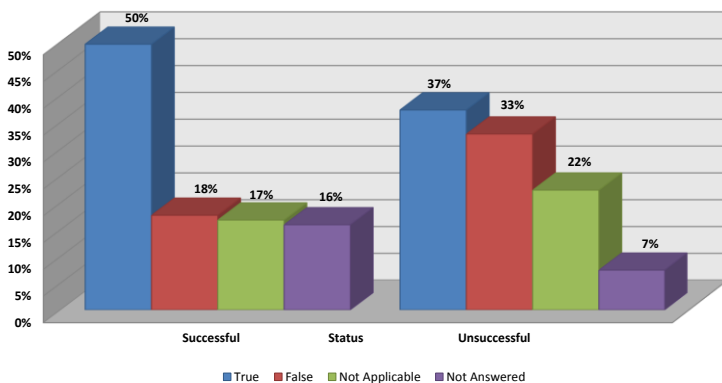
8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	56	50%	25	37%	81	45%	52%	49%	51%	47%	33%	43%
False	20	18%	22	33%	42	23%	12%	29%	18%	15%	36%	21%
Not Applicable	19	17%	15	22%	34	19%	20%	11%	16%	27%	17%	24%
Not Answered	18	16%	5	7%	23	13%	16%	11%	14%	11%	14%	12%
Total	113	100%	67	100%	180	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is 1 in 7.

7%, 20 of 113 of 271 were NOT referred to other programs for assistance with non-employment related needs
15%, 22 of 67 of 149 were NOT referred to other programs for assistance with non-employment related needs

8b. I was connected to other programs for assistance with my non-employment related needs?



2017 Consumer Satisfaction Survey

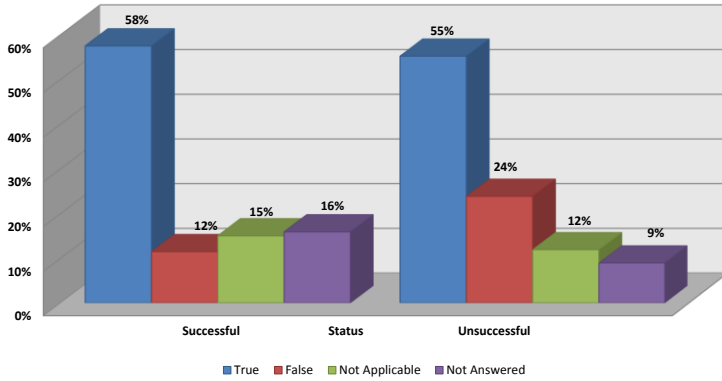
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	65	58%	37	55%	102	57%	62%	58%	60%	54%	38%	49%
False	13	12%	16	24%	29	16%	9%	23%	14%	6%	19%	10%
Not Applicable	17	15%	8	12%	25	14%	13%	8%	11%	29%	28%	28%
Not Answered	18	16%	6	9%	24	13%	16%	11%	14%	11%	16%	12%
Total	113	100%	67	100%	180	100%	100%	100%	100%	100%	100%	100%

This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

5%, 13 of 113 of 271 did NOT receive the assistance for which I was referred
11%, 16 of 67 of 149 did NOT receive the assistance for which I was referred

8c. I have received the assistance I needed from the other agencies?



8d. I am currently on a waiting list for services from the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	17	15%	16	24%	33	18%	19%	22%	20%	13%	24%	16%
False	41	36%	30	45%	71	39%	34%	43%	38%	34%	24%	31%
Not Applicable	37	33%	16	24%	53	29%	31%	25%	29%	41%	38%	40%
Not Answered	18	16%	5	7%	23	13%	16%	10%	13%	12%	14%	12%
Total	113	100%	67	100%	180	100%	100%	100%	100%	100%	100%	100%

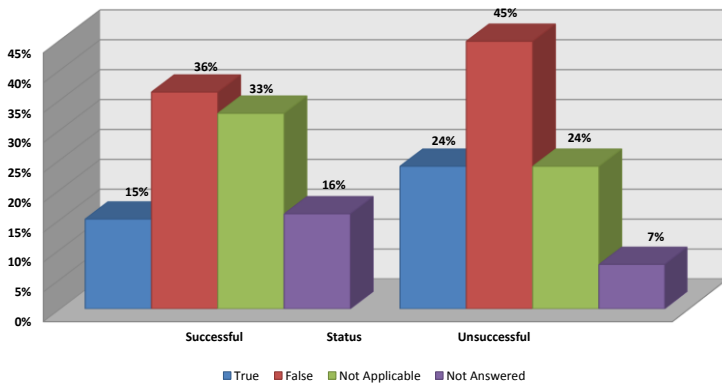
6%, 17 of 113 of 271 currently waiting for assistance from the program they were referred

11%, 16 of 67 of 149 currently waiting for assistance from the program they were referred

15%, 41 of 113 of 271 NOT currently waiting for assistance from the program they were referred

20%, 30 of 67 of 149 NOT currently waiting for assistance from the program they were referred

8d. I am currently on a waiting list for services from the other agencies?



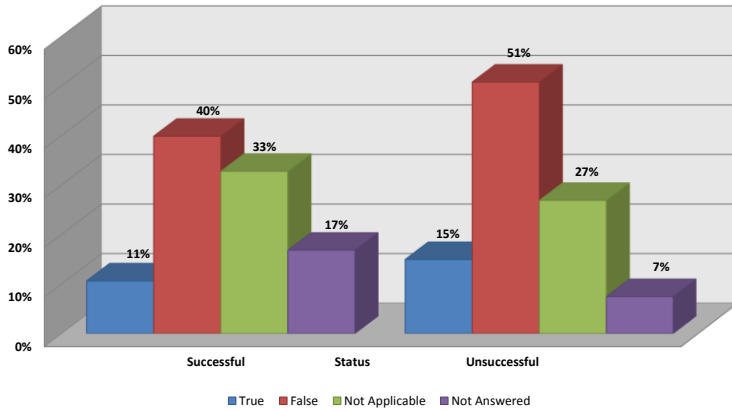
2017 Consumer Satisfaction Survey

8e. I was denied assistance by the other agencies?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	12	11%	10	15%	22	12%	22%	23%	22%	10%	24%	14%
False	45	40%	34	51%	79	44%	37%	51%	42%	45%	28%	40%
Not Applicable	37	33%	18	27%	55	31%	26%	16%	22%	34%	34%	34%
Not Answered	19	17%	5	7%	24	13%	16%	11%	14%	12%	14%	12%
Total	113	100%	67	100%	180	100%	100%	100%	100%	100%	100%	100%

4%, 12 of 113 of 271 denied the assistance for which they were referred
 7%, 10 of 67 of 149 denied the assistance for which they were referred
 17%, 45 of 113 of 271 NOT denied the assistance for which they were referred
 23%, 34 of 67 of 149 NOT denied the assistance for which they were referred

8e. I was denied assistance by the other agencies?

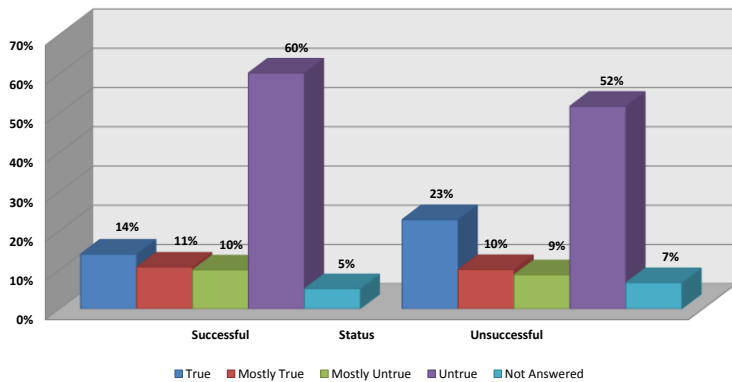


9. I needed services that IVRS could not provide before I was ready for employment?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	38	14%	34	23%	72	17%	12%	27%	16%	12%	24%	15%
Mostly True	29	11%	15	10%	44	10%	7%	15%	9%	9%	17%	11%
Mostly Untrue	27	10%	13	9%	40	10%	10%	16%	12%	13%	7%	11%
Untrue	163	60%	77	52%	240	57%	62%	32%	53%	59%	40%	55%
Not Answered	14	5%	10	7%	24	6%	9%	10%	9%	6%	12%	8%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Many consumers, whether successfully placed or not, needed other services before they could become employed
 25%, 67 of 271 needed other services before they could become employed
 33%, 49 of 149 needed other services before they could become employed
 70%, 190 of 271 did NOT need other services before they could become employed
 60%, 90 of 149 did NOT need other services before they could become employed

9. I needed services that IVRS could not provide before I was ready for employment?



2017 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	194	72%	87	58%	281	67%	76%	53%	69%	74%	42%	66%
Mostly True	49	18%	17	11%	66	16%	12%	18%	14%	15%	30%	19%
Mostly Untrue	7	3%	14	9%	21	5%	3%	9%	5%	3%	5%	4%
Untrue	14	5%	23	15%	37	9%	4%	13%	6%	3%	17%	6%
Not Answered	7	3%	8	5%	15	4%	6%	7%	6%	4%	6%	5%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Nearly 1 in 4 of those consumers not placed with a job were not satisfied with the process.

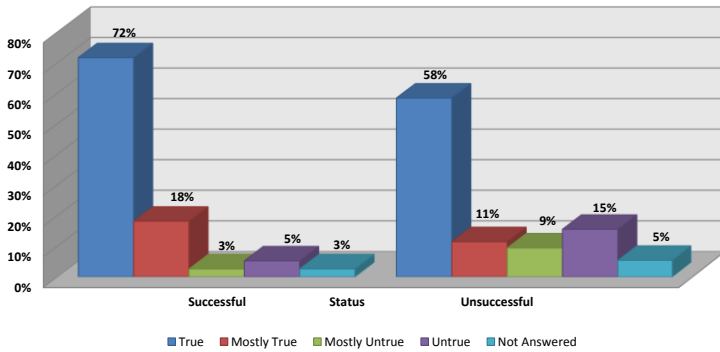
90%, 243 of 271 had satisfactory experiences throughout the vocational rehabilitation process

70%, 104 of 149 had satisfactory experiences throughout the vocational rehabilitation process

8%, 21 of 271 did NOT have satisfactory experiences throughout the vocational rehabilitation process

25%, 37 of 149 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience through IVRS?



11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	194	72%	93	62%	287	68%	71%	61%	68%	76%	55%	71%
Mostly True	52	19%	26	17%	78	19%	20%	17%	19%	15%	25%	18%
Mostly Untrue	10	4%	9	6%	19	5%	1%	7%	3%	2%	4%	2%
Untrue	7	3%	13	9%	20	5%	2%	8%	4%	4%	9%	5%
Not Answered	8	3%	8	5%	16	4%	6%	6%	6%	3%	7%	4%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue

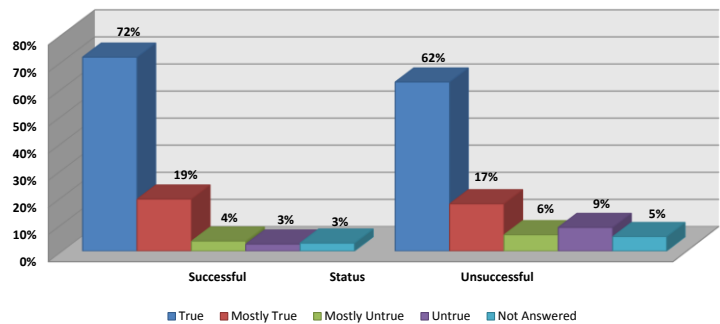
91%, 246 of 271 had their introduction to the vocational rehabilitation process adequate enough when they applied for services

80%, 119 of 149 had their introduction to the vocational rehabilitation process adequate enough when they applied for services

6%, 17 of 271 did NOT have their introduction to the vocational rehabilitation process adequate enough when they applied for services

15%, 22 of 149 did NOT have their introduction to the vocational rehabilitation process adequate enough when they applied for services

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?



2017 Consumer Satisfaction Survey

11a. Staff explained that employment is the purpose of services?

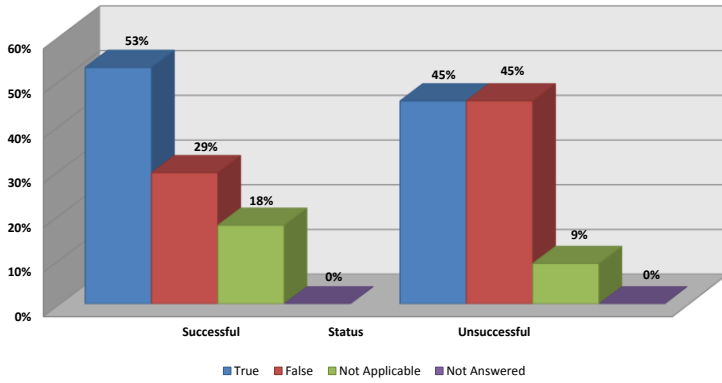
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	9	53%	10	45%	19	49%	58%	36%	44%	58%	29%	45%
False	5	29%	10	45%	15	38%	42%	55%	50%	26%	57%	39%
Not Applicable	3	18%	2	9%	5	13%	0%	9%	6%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	11%	0%	6%
Total	17	100%	22	100%	39	100%	100%	100%	100%	100%	100%	100%

Not really an issue

2%, 5 of 17 of 271 staff did NOT explain that employment is the purp

7%, 10 of 22 of 149 staff did NOT explain that employment is the pur

11a. Staff explained that employment is the purpose of services?



11b. Staff explained the process that I would follow?

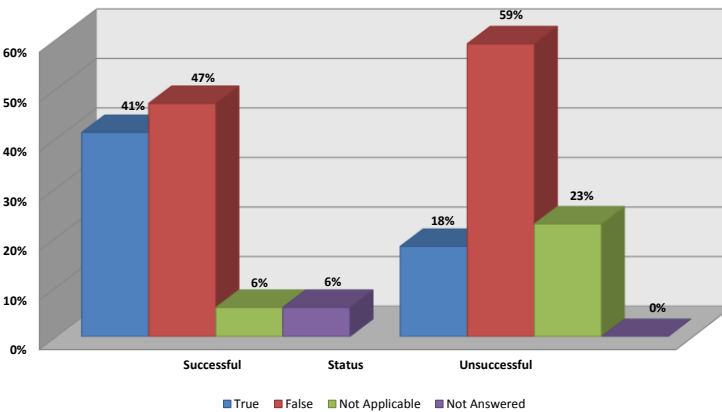
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	7	41%	4	18%	11	28%	42%	14%	24%	32%	7%	21%
False	8	47%	13	59%	21	54%	50%	68%	62%	47%	86%	64%
Not Applicable	1	6%	5	23%	6	15%	8%	18%	15%	11%	7%	9%
Not Answered	1	6%	0	0%	1	3%	0%	0%	0%	11%	0%	6%
Total	17	100%	22	100%	39	100%	100%	100%	100%	100%	100%	100%

Not really an issue

3%, 8 of 17 of 271 staff did NOT explain the process that would follo

9%, 13 of 22 of 149 staff did NOT explain the process that would foll

11b. Staff explained the process that I would follow?



2017 Consumer Satisfaction Survey

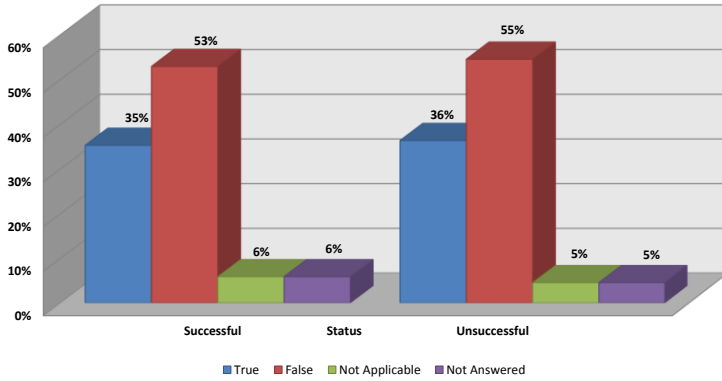
11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	6	35%	8	36%	14	36%	67%	41%	50%	42%	7%	27%
False	9	53%	12	55%	21	54%	25%	45%	38%	42%	79%	58%
Not Applicable	1	6%	1	5%	2	5%	8%	14%	12%	5%	7%	6%
Not Answered	1	6%	1	5%	2	5%	0%	0%	0%	11%	7%	9%
Total	17	100%	22	100%	39	100%	100%	100%	100%	100%	100%	100%

Not really an issue

3%, 9 of 17 of 271 staff did NOT explain their rights and responsibilities process
8%, 12 of 22 of 149 staff did NOT explain their rights and responsibilities the process

11c. Staff explained my rights and responsibilities as a partner in the process?



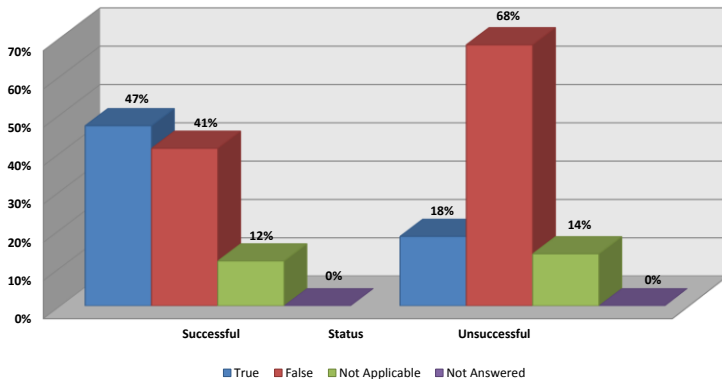
11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	8	47%	4	18%	12	31%	42%	18%	26%	37%	7%	24%
False	7	41%	15	68%	22	56%	50%	68%	62%	47%	86%	64%
Not Applicable	2	12%	3	14%	5	13%	8%	14%	12%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%	11%	0%	6%
Total	17	100%	22	100%	39	100%	100%	100%	100%	100%	100%	100%

Not really an issue

3%, 7 of 17 of 271 staff did NOT explain what services were available to become employed
10%, 15 of 22 of 149 staff did NOT explain what services were available to become employed

11d. Staff explained what services were available to help me become employed?



2017 Consumer Satisfaction Survey

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	202	75%	94	63%	296	70%	78%	61%	73%	78%	54%	72%
Mostly True	47	17%	32	21%	79	19%	12%	16%	13%	15%	23%	17%
Mostly Untrue	6	2%	5	3%	11	3%	2%	7%	4%	1%	7%	3%
Untrue	8	3%	10	7%	18	4%	2%	8%	4%	2%	8%	4%
Not Answered	8	3%	8	5%	16	4%	6%	8%	6%	4%	7%	4%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

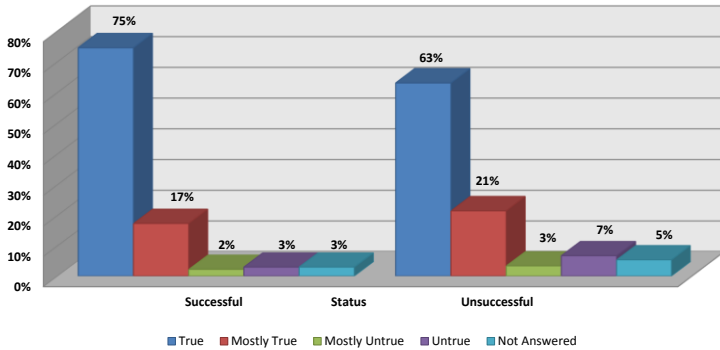
92%, 249 of 271 had their eligibility determination process go smooth

85%, 126 of 149 had their eligibility determination process go smooth

5%, 14 of 271 did NOT have their eligibility determination process go

10%, 15 of 149 did NOT have their eligibility determination process go

12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one)



12a. Staff explained why I needed to be found eligible before receiving services?

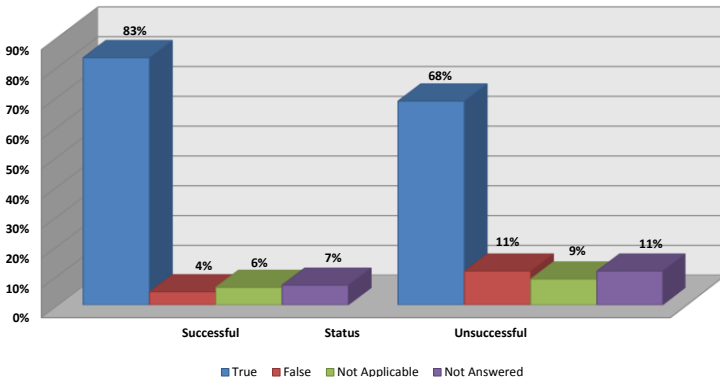
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	225	83%	102	68%	327	78%	80%	73%	78%	36%	29%	32%
False	12	4%	17	11%	29	7%	4%	10%	6%	9%	47%	32%
Not Applicable	16	6%	13	9%	29	7%	4%	6%	5%	27%	24%	25%
Not Answered	18	7%	17	11%	35	8%	11%	11%	11%	27%	0%	11%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue

4%, 12 of 271 did NOT have staff explain why eligibility was needed

11%, 17 of 149 did NOT have staff explain why eligibility was needed

12a. Staff explained why I needed to be found eligible before receiving services?



2017 Consumer Satisfaction Survey

12b. Staff explained the steps they would use to determine whether I was eligible for services?

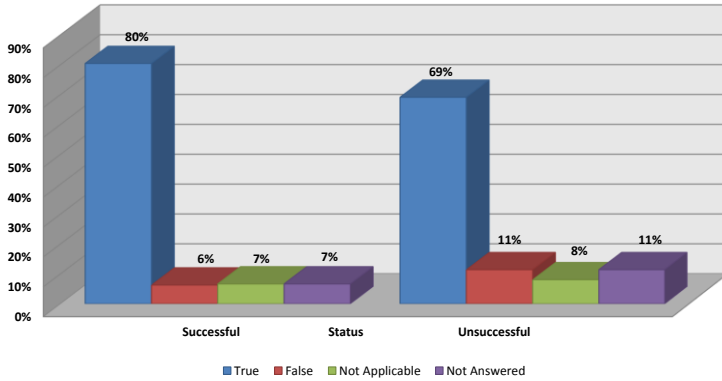
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	218	80%	103	69%	321	76%	81%	74%	79%	27%	24%	25%
False	17	6%	17	11%	34	8%	5%	10%	6%	27%	65%	50%
Not Applicable	18	7%	12	8%	30	7%	3%	5%	4%	18%	12%	14%
Not Answered	18	7%	17	11%	35	8%	11%	11%	11%	27%	0%	11%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue

6%, 17 of 271 did NOT have staff explain steps to determine eligibility

11%, 17 of 149 did NOT have staff explain steps to determine eligibility

12b. Staff explained the steps they would use to determine whether I was eligible for services?



12c. Staff involved me in determining my eligibility services?

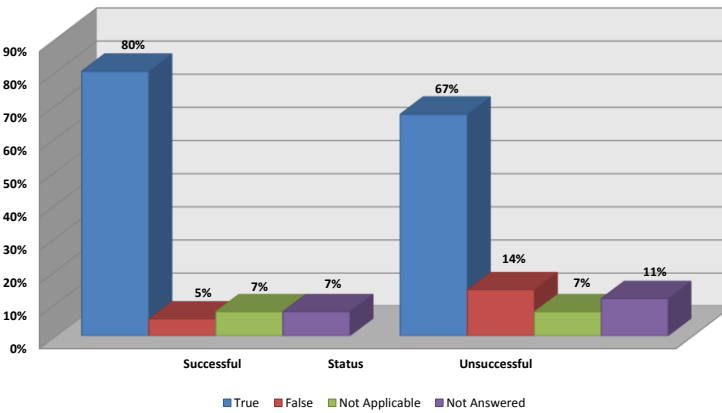
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	217	80%	100	67%	317	75%	79%	71%	77%	18%	24%	21%
False	14	5%	21	14%	35	8%	5%	15%	8%	27%	53%	43%
Not Applicable	20	7%	11	7%	31	7%	4%	4%	4%	27%	24%	25%
Not Answered	20	7%	17	11%	37	9%	11%	10%	11%	27%	0%	11%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue for successful closures. But under 1 in 7 for unsuccessful

5%, 14 of 271 staff did NOT inform them of their need to be involved determination process

14%, 21 of 149 staff did NOT inform them of their need to be involved determination process

12c. Staff involved me in determining my eligibility services?



2017 Consumer Satisfaction Survey

12d. Staff notified me when I was eligible to begin services?

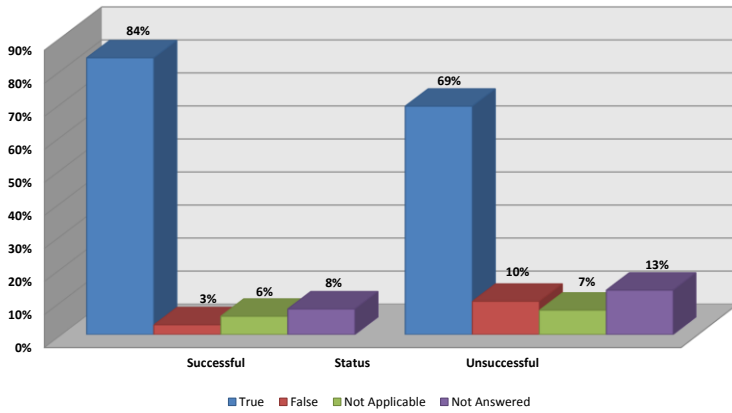
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	227	84%	103	69%	330	79%	83%	80%	82%	55%	41%	32%
False	8	3%	15	10%	23	5%	3%	8%	4%	0%	41%	32%
Not Applicable	15	6%	11	7%	26	6%	2%	2%	2%	18%	18%	23%
Not Answered	21	8%	20	13%	41	10%	12%	10%	11%	27%	0%	14%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Not really an issue

3%, 8 of 271 staff did NOT notify them of when they were eligible to b

10%, 15 of 149 staff did NOT notify them of when they were eligible t

12d. Staff notified me when I was eligible to begin services?



13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	182	67%	76	51%	258	61%	69%	41%	60%	71%	37%	63%
Mostly True	46	17%	21	14%	67	16%	16%	15%	15%	17%	23%	18%
Mostly Untrue	13	5%	11	7%	24	6%	3%	10%	5%	3%	10%	5%
Untrue	22	8%	34	23%	56	13%	7%	27%	13%	4%	20%	8%
Not Answered	8	3%	7	5%	15	4%	6%	8%	6%	5%	10%	6%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

Noticeable difference in those placed vs not placed 30% to 13%

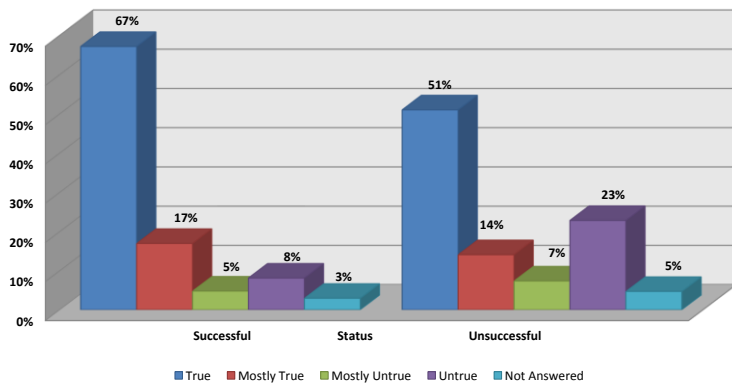
84%, 228 of 271 had their IPE carried out to their satisfaction

65%, 97 of 149 had their IPE carried out to their satisfaction

13%, 35 of 271 did NOT have their IPE carried out to their satisfactio

30%, 45 of 149 did NOT have their IPE carried out to their satisfactio

13. My Plan for Employment was carried out to my satisfaction?



2017 Consumer Satisfaction Survey

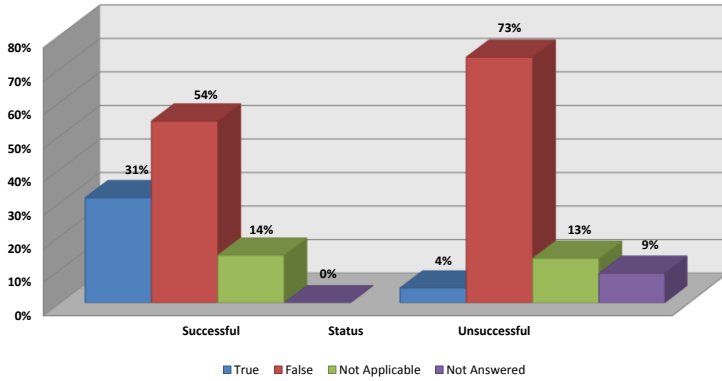
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	11	31%	2	4%	13	16%	37%	11%	22%	26%	27%	27%
False	19	54%	33	73%	52	65%	43%	68%	58%	48%	58%	54%
Not Applicable	5	14%	6	13%	11	14%	20%	15%	17%	13%	15%	14%
Not Answered	0	0%	4	9%	4	5%	0%	6%	3%	13%	0%	5%
Total	35	100%	45	100%	80	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 5.

7%, 19 of 35 of 271 NOT all services on their plan were needed for t employment goal
22%, 33 of 45 of 149 NOT all services on their plan were needed for employment goal

13a. All services that I needed to be successfully employed were provided?



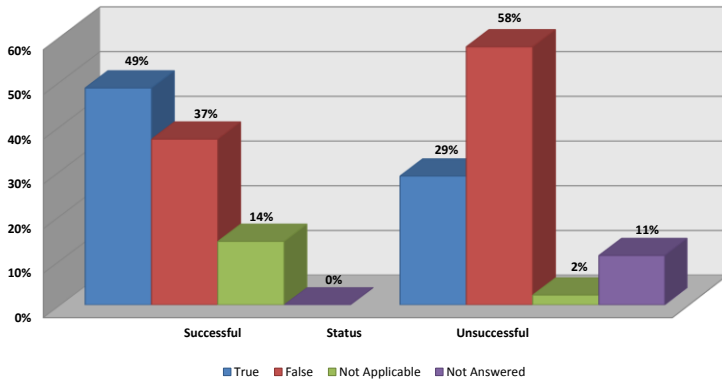
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	17	49%	13	29%	30	38%	46%	34%	39%	26%	18%	21%
False	13	37%	26	58%	39	49%	31%	51%	43%	48%	61%	55%
Not Applicable	5	14%	1	2%	6	8%	23%	9%	15%	13%	21%	18%
Not Answered	0	0%	5	11%	5	6%	0%	6%	3%	13%	0%	5%
Total	35	100%	45	100%	80	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is just under 1 in 5.

5%, 13 of 35 of 271 NOT everyone involved in their plan worked well issue
17%, 26 of 45 of 149 NOT everyone involved in their plan worked well issue

13b. Everyone involved in my plan worked well together to address issues?



2017 Consumer Satisfaction Survey

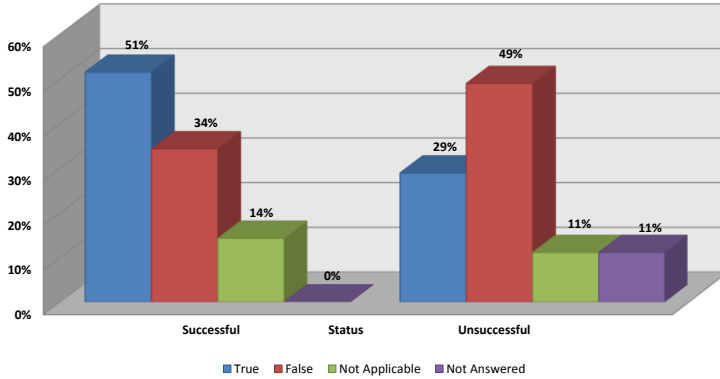
13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	18	51%	13	29%	31	39%	51%	36%	42%	39%	30%	34%
False	12	34%	22	49%	34	43%	29%	45%	39%	39%	48%	45%
Not Applicable	5	14%	5	11%	10	13%	20%	13%	16%	9%	18%	14%
Not Answered	0	0%	5	11%	5	6%	0%	6%	3%	13%	3%	7%
Total	35	100%	45	100%	80	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 7.

4%, 12 of 35 of 271 changes to their plans were NOT considered or appropriate
15%, 22 of 45 of 149 changes to their plans were NOT considered or appropriate

13c. Changes to my plan were considered and made when appropriate?



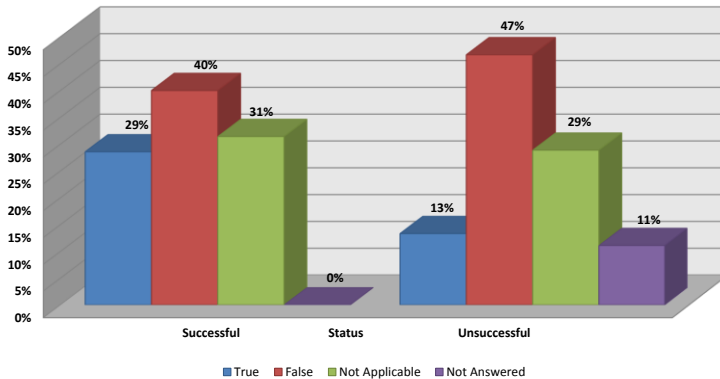
13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	10	29%	6	13%	16	20%	31%	17%	23%	13%	9%	11%
False	14	40%	21	47%	35	44%	20%	47%	36%	52%	58%	55%
Not Applicable	11	31%	13	29%	24	30%	49%	30%	38%	22%	30%	27%
Not Answered	0	0%	5	11%	5	6%	0%	6%	3%	13%	3%	7%
Total	35	100%	45	100%	80	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is under 1 in 7.

5%, 14 of 35 of 271 vendors and community partners did NOT provide services consistent with their plan
14%, 21 of 45 of 149 vendors and community partners did NOT provide services consistent with their plan

13d. Services that were purchased on my behalf were what I expected?



2017 Consumer Satisfaction Survey

14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	180	66%	89	60%	269	64%	76%	60%	71%	72%	43%	65%
Mostly True	59	22%	14	9%	73	17%	10%	13%	11%	19%	23%	20%
Mostly Untrue	12	4%	14	9%	26	6%	3%	8%	4%	2%	10%	4%
Untrue	9	3%	21	14%	30	7%	3%	11%	5%	2%	15%	5%
Not Answered	11	4%	11	7%	22	5%	9%	8%	8%	5%	9%	6%
Total	271	100%	149	100%	420	100%	100%	100%	100%	100%	100%	100%

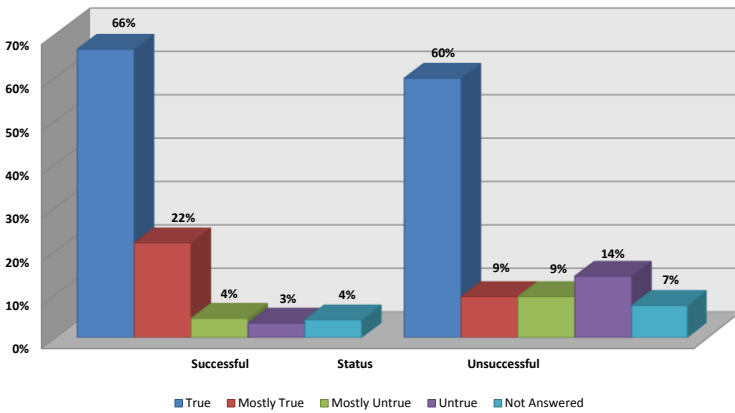
Not really an issue for consumers with successful placements. But, placement is nearly 1 in 4.

88%, 239 of 271 their disabling condition was adequately accommodated. 69%, 103 of 149 their disabling condition was adequately accommodated.

8%, 21 of 271 their disabling condition was NOT adequately accommodated.

23%, 35 of 149 their disabling condition was NOT adequately accommodated.

14. VR Staff adequately accommodated my disability?



14a. Staff scheduled appointments in accessible locations?

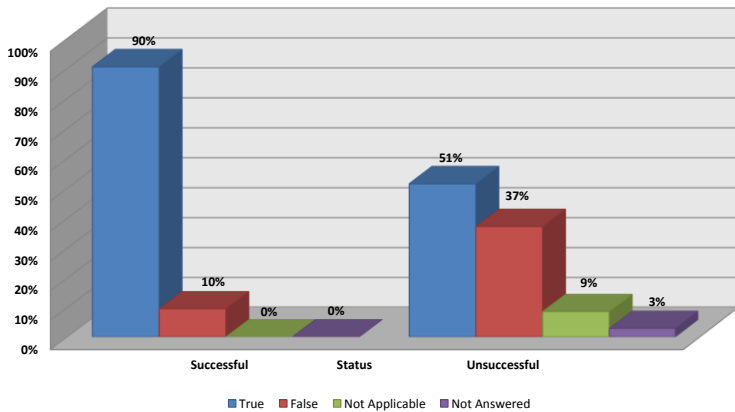
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	19	90%	18	51%	37	66%	56%	54%	54%	60%	63%	62%
False	2	10%	13	37%	15	27%	22%	39%	33%	20%	26%	24%
Not Applicable	0	0%	3	9%	3	5%	22%	0%	9%	7%	7%	7%
Not Answered	0	0%	1	3%	1	2%	0%	7%	4%	13%	4%	7%
Total	21	100%	35	100%	56	100%	100%	100%	100%	100%	100%	100%

This is pretty much a non-issue

1%, 2 of 21 of 271 staff did NOT schedule appointments in accessible locations.

9%, 13 of 35 of 149 staff did NOT schedule appointments in accessible locations.

14a. Staff scheduled appointments in accessible locations?



2017 Consumer Satisfaction Survey

14b. Staff supported me as a partner in the planning process.

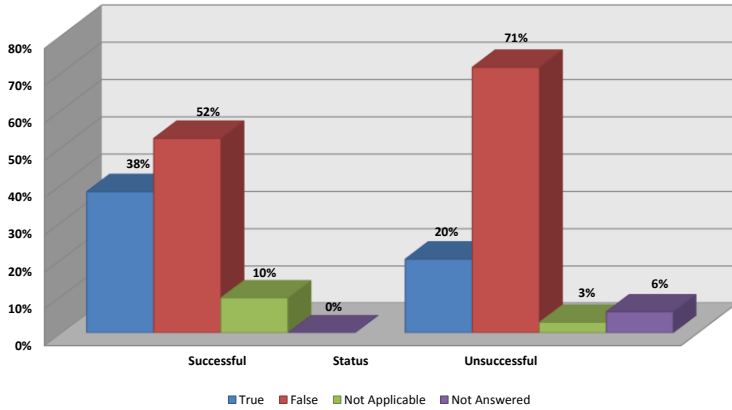
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	8	38%	7	20%	15	27%	39%	18%	26%	20%	30%	26%
False	11	52%	25	71%	36	64%	39%	71%	59%	53%	63%	60%
Not Applicable	2	10%	1	3%	3	5%	22%	7%	13%	13%	4%	7%
Not Answered	0	0%	2	6%	2	4%	0%	4%	2%	13%	4%	7%
Total	21	100%	35	100%	56	100%	100%	100%	100%	100%	100%	100%

This has a wide discrepancy between those with placements and th

4%, 11 of 21 of 271 staff did NOT support me as a partner in the plan

17%, 25 of 35 of 149 staff did NOT support me as a partner in the pl

14b. Staff supported me as a partner in the planning process.



14c. Staff fulfilled my request for written communication?

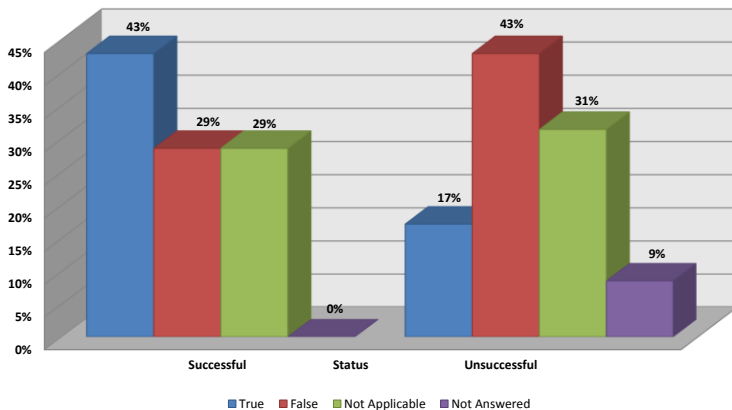
	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	9	43%	6	17%	15	27%	22%	14%	17%	27%	37%	33%
False	6	29%	15	43%	21	38%	44%	54%	50%	33%	59%	50%
Not Applicable	6	29%	11	31%	17	30%	33%	29%	30%	27%	0%	10%
Not Answered	0	0%	3	9%	3	5%	0%	4%	2%	13%	4%	7%
Total	21	100%	35	100%	56	100%	100%	100%	100%	100%	100%	100%

This is pretty much a non-issue

2%, 6 of 21 of 271 staff did NOT fulfill their request for written commu

10%, 15 of 35 of 149 staff did NOT fulfill their request for written com

14c. Staff fulfilled my request for written communication?



2017 Consumer Satisfaction Survey

14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2016			2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total	Successful	Unsuccessful	Total
True	2	10%	7	20%	9	16%	28%	4%	13%	0%	11%	7%
False	14	67%	22	63%	36	64%	61%	82%	74%	60%	78%	71%
Not Applicable	5	24%	5	14%	10	18%	11%	11%	11%	27%	7%	14%
Not Answered	0	0%	1	3%	1	2%	0%	4%	2%	13%	4%	7%
Total	21	100%	35	100%	56	100%	100%	100%	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, placement is over 1 in 7.

5%, 14 of 21 of 271 staff did NOT refer them to community partners who understood their disability

15%, 22 of 35 of 149 staff did NOT refer them to community partners who understood their disability

14d. Staff referred me to community partners who understood my disability?

